

FOR IMMEDIATE RELEASE  
Monday, December 23, 2013

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**TN Department of Human Resources to Receive TN Center for Performance Excellence  
Commitment Award**

*TNCPE Recognizes High-Performance Organizations Exhibiting Continuous Improvement and Best Practices*

NASHVILLE – The Tennessee Department of Human Resources has earned the Commitment Award in the annual Excellence in Tennessee recognition program administered by the Tennessee Center for Performance Excellence (TNCPE). TNCPE is the only state-wide quality program and is patterned on the Baldrige Performance Excellence Program, the national standard for recognizing organizational excellence. The Tennessee Department of Human Resources will accept the award at the 21<sup>st</sup> annual Excellence in Tennessee Awards Banquet on February 19, 2014.

“Earning the Commitment Award from the TNCPE award program holds special meaning for the Department of Human Resources,” said Commissioner Rebecca Hunter. “Performance excellence and continuous improvement are the foundation of our agency and the Tennessee Center for Performance Excellence has been a true contributor to the professional growth of the Department. We are honored to receive this year’s Commitment Award.”

The Tennessee Department of Human Resources is a cabinet-level department of state government serving as the central human resources agency for more than 43,500 state employees.

Through an annual evaluation and assessment process, TNCPE recognizes high-performance organizations that exhibit continuous improvement and best practice processes. This year, TNCPE has named 26 organizations as 2013 Award winners. They represent outstanding achievement in the following industry sectors: health care, manufacturing, service, education, government and nonprofit.

“Groups trying to improve understand that being successful takes effort from each employee and a shared commitment to quality and achievement, and organizations like the Tennessee Department of Human Resources play a critical role in making Tennessee a better place to live, work and raise a family,” said Governor Bill Haslam.

Organizations like the Tennessee Department of Human Resources apply to the TNCPE program at one of four levels. As the levels increase, so does the depth and complexity of the application, which is based on the *Baldrige Criteria for Performance Excellence*. Since the program was founded in 1993, only 22 organizations have attained the Excellence designation. Mountain States Health Alliance will receive the Excellence Award this year; six organizations will be honored with the Achievement Award; 18 organizations, including the Tennessee Department of Human Resources, will receive a Commitment Award; and one will receive the Interest Recognition.

Commitment Awards are presented to organizations that are beginning to demonstrate commitment to, and implementation of, performance improvement principles. They have demonstrated progress by identifying and putting in place a measurement system to capture data and analyze results, and some key process improvements, which are directly attributable to a fact-based improvement process.

“This program helps organizations look at the big picture. But it’s not easy--if it were, every organization in the state would be participating,” said TNCPE President Katie Rawls. “Organizations like the Tennessee Department of Human Resources are truly passionate about performance excellence and have chosen TNCPE and the Baldrige framework to help them become the best-run organization they can be.”

A full list of winners can be found on the TNCPE website [www.tncpe.org](http://www.tncpe.org)

*Established in 1993 as a public-private partnership, the Tennessee Center for Performance Excellence strives to promote economic development and drive organizational excellence by helping companies and organizations grow more competitive in today’s global marketplace through affordable, in-depth assessments. A statewide nonprofit, TNCPE is grounded in the Baldrige Criteria for Performance Excellence—a holistic framework used by organizations across multiple industries to improve their performance and achieve sustainable results. More than 1,200 organizations have participated in and benefited from the TNCPE program. Four Tennessee businesses—Caterpillar Financial Services, Pal’s Sudden Service, Eastman Chemical Company, and Federal Express—have been honored with both the prestigious Baldrige National Quality Award and the TNCPE Excellence Award.*

*For more information about the Tennessee Center for Performance Excellence, contact Kelsey Alexander, Marketing & Communications Manager, at [kelsey.alexander@tncpe.org](mailto:kelsey.alexander@tncpe.org).*

*For more information on the Baldrige Performance Excellence Program, visit [www.nist.gov/baldrige/](http://www.nist.gov/baldrige/).*

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